



## Dealing with Difficult People, Aggressive Behaviour & Armed Hold-ups Workshop

### Em-Four Pty Ltd

[enquiries@emfour.com.au](mailto:enquiries@emfour.com.au)

Em-Four Pty Ltd is a Registered Training Organisation that specialises in local government compliance, investigation and enforcement training. We are accredited by the NSW Vocational Training and Education Accreditation Board (VETAB) and Commonwealth *Department of Education, Science and Training (DEST)* to deliver this course nationally.

### The Workshop

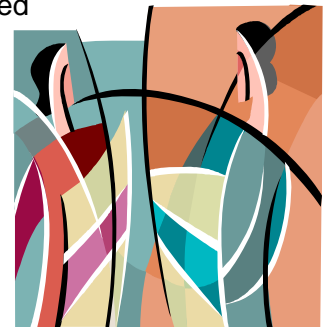
This one day workshop covers those incidents that should not happen in our workplaces but do occur from time to time: those incidents where our very 'space' can be invaded and we remain affected in a variety of ways. We look at the reasons why our clients become angry and difficult and the options open to us for dealing with the behaviours that they bring into our workplace. We also consider the serious incidents that may occur because of their behaviour and the affects on other staff working with us and visitors and members of the public who may also be in our workplace. We work with your people to develop solutions to problems before they begin through effective risk management and preventative behaviour.



**Part A – The Workplace** - deals with the immediate work environment, assessment of risk to people and property, understanding of the escalation and differentiation between nuisance behaviour and serious criminal behaviour, the impact on staff and other people, responsibility of management to their employees and their clients, and strategies to help restore normality. This part of the workshop deals with conflict management, risk analysis, threat assessment, observation skills, communication skills, reading non-verbal communication, assertiveness, incident debriefing, and the

role of a support person for affected individuals. It also looks at practical methods that could be used to defuse situations and ways to achieve a positive outcome, as well as survival strategies for those incidents with the potential to become serious criminal offences.

**Part B – The Individual** – deals with people responsible for the unwarranted behaviour, affects on the recipient of that behaviour, and the causes behind both. It deals with the principles of Restorative Justice and affective behaviours. This part of the workshop explores why people behave in specific ways. It then provides real and practical solutions so that behaviour can be addressed in a positive manner in order to avoid repetition of such incidents in the future. The series of scripted questions has been successfully used in a variety of settings, with people of all ages and backgrounds, both formally and informally and has been instrumental in reducing recidivist behaviour and its negative consequences.



### Accreditation



NSW Vocational  
Education & Training  
Accreditation Board

Participants will be issued with a Statement of Attendance from Em-Four Pty Ltd for the completed competency units. Em-Four Pty Ltd has been accredited by the NSW Vocational Training and Education Accreditation Board (VETAB) and Commonwealth *Department of Education, Science and Training (DEST)* to deliver Nationally Recognised Training competency units and courses throughout Australia. Statements of attainment will be awarded to participants who successfully complete all aspects of the workshop including post-course assessments when negotiated as part of workshop or course delivery.



NATIONALLY RECOGNISED  
TRAINING



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## Prices & Fees

Our range of courses and placement on various State and Territory Education & Training Department provider lists means that the way we link our courses with traineeships greatly reduces the cost to you for eligible new and experienced staff.. Our courses are available as “Fee for Service” or “Traineeship –Based.”

Contact Em-Four to discuss your requirements and pricing and we will arrange a quotation for you. Substantial discounts are available for organisations that are able to provide a suitable venue for delivery of training or able to provide more than five participants per course.

Our fees cover:

- Delivery of the course by specialist facilitators who are VETAB accredited as *Work Place Assessors & Trainers at Certificate IV level or higher.*
- Provision of all Course materials and session notes.
- Assessment and issue of Statements of Attainment or Attendance as appropriate

## Your Course Facilitators

**Matt Casey** – Former Detective Inspector in NSW Police with extensive operational and training background. A member of the ‘Real Justice’ franchise who have been responsible for the development and promotion of the highly acclaimed programme ‘Restorative Practices in Workplaces’. This programme has been conducted in a variety of organisations throughout Australia including Rehabilitation Centre, Correctional Institutions, Defence Instrumentalities, Community Colleges, Schools and Food Manufacturing Industries to name but a few.



**Bruce Magee** – Former Detective Sergeant who has investigated and prosecuted the full spectrum of criminal offences over a distinguished career with the NSW Police. He has continued this work in the private sector, both as investigator and teacher. Completed a four year term within the Human Relations framework of Local Government where ongoing exposure to the area broadened his already extensive H.R. knowledge and skills. Director – Em-Four Pty Ltd

## CONTACT DETAILS

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